


Mini-Course Presentation

July 17, 2007



It is a great time to be an innovator



We are surrounded today by
possibilities and inspiration

What if every citizen could get the information they need, when they need it, and conduct business when they want to?

What if data flowed freely from department to department and services from those departments were coordinated to provide for the public?

What if your car could call for help and
relay location and medical information
directly to responders and to the
hospital?

What if applications talked to each
other so that real time decisions
could be made?

There are so many new
possibilities at our disposal

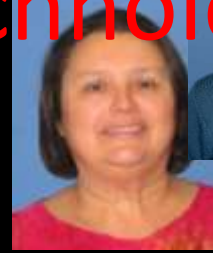
It's up to us to be inspired
and make them happen

What is Technology About?

It's not about machines.....

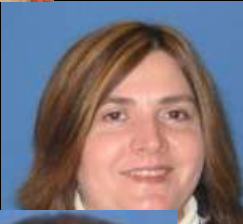


It's not about the
Internet..... What is Technology About?



It's not about Email.....

It's not about
Programs.....

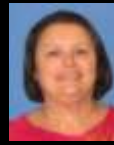


It's not about
PeopleSoft.....



It's not about
the Phones.....





What is Technology About?



It's about People.....



It's about
empowerment.....



It's about how
they interact.....



It's about how
they work.....



Technology Divisions

GIS



ITC

Operations

Application Development

E911

Catawba County Government Technology Department

Terry Bledsoe, CIO

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**Application Systems
Development**

Rick Cook

Operations

Michelle Deese

**Geospatial
Information Services**

Jerry Boggs

**E911
Communications
Center**

**Database
Management**

**Customer
Support**



ITC Services

- LAN/WAN Design
(Over 80 Broad Band connections DSL, Cable, and Air cards)
- Upgrade and maintain file servers, and switches
- Security, VPNs, and internet content filtering)
- Management of 2350 user/group accounts, and 1850 email accounts.
- Fiber network connecting County network with surrounding cities in 38 locations.
- Maintenance and operation for approximately 300 different applications.
- PeopleSoft Administration and Support
- Project Management and Oversight
- Website Management
- Training
- Centralized Help Desk
- **Remember 465-8395**



Geospatial Information Services (GIS)

An aerial night photograph of a city, likely Los Angeles, showing a dense network of glowing yellow and white lights from buildings and streets against a dark blue background. The lights form a complex web across the city's geography, with some darker areas representing parks or less developed land.

Development,
maintenance, analysis,
and dissemination of
the County's digital
geographic data.

GIS Services

- Coordinate all GIS activities and data
- Assemble thematic data (elevation, land cover, soils, property boundaries, etc.) in a common geographic framework within a single data warehouse
- Make geographic and related information available to citizens
- Protect county investments in data development
- Provide county departments with the data, tools, and training to leverage the county investment in a community GIS
- Provide county geographic information via the Internet and the World Wide Web
- Provide vital information to the 911 Communications Center
- Foster data sharing partnerships with both governmental and private sector entities to facilitate the County's involvement in economic development, environmental conservation, public safety, land use and infrastructure initiatives



There is a fire at an elementary school...



A person was just found trapped in a car down a steep embankment.
It's a matter of seconds.....



An officer has just stopped a vehicle on I40 with 3 armed suspects and a hostage.

What if the call comes in right now?





First Responder

155466 calls in 2006

1025 calls per 1000

370 calls per 1000 for 911

4917 calls per telecommunicator

6 pm is the busiest time

58 seconds for echo calls

76 seconds for all health related calls

Possibilities Making Them Happen



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2007 Technology Strategic Plan

Vision:

Catawba County Government will embrace technology to improve service and efficiency, and provide seamless access for the public. This will be accomplished in a spirit of customer service, partnership, and consultation with our stakeholders. Our guiding principles are quality, creativity, innovation, integration, and cost effectiveness.



Mission:

Provide leadership and guidance in all aspects of technology to enhance government services.

Major Technology Trends

- **Transition to a digitally converged world**
- **Support for legacy systems while migrating to more robust systems**
- **Increased importance of computer and telecommunications security**
- **Management of and investment in information technology**
- **Support for a growing mobile workforce**
- **Server consolidation, virtualization and storage**

Major Technology Trends in 911

- **Transition to a digitally converged world**
- **Next Generation 911 Initiative**
- **Increase in Wireless and Voice Over IP**
- **Telematics**
- **Automated Vehicle Location/Automated Dispatch**
- **Support for legacy systems while migrating to more robust systems**

Possibilities

Six Strategic Initiatives



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2007 Technology Strategic Plan

Empower the Public:



Enable the public to interact with local government by providing secure access to information and the ability to efficiently conduct appropriate business 365/24/7.





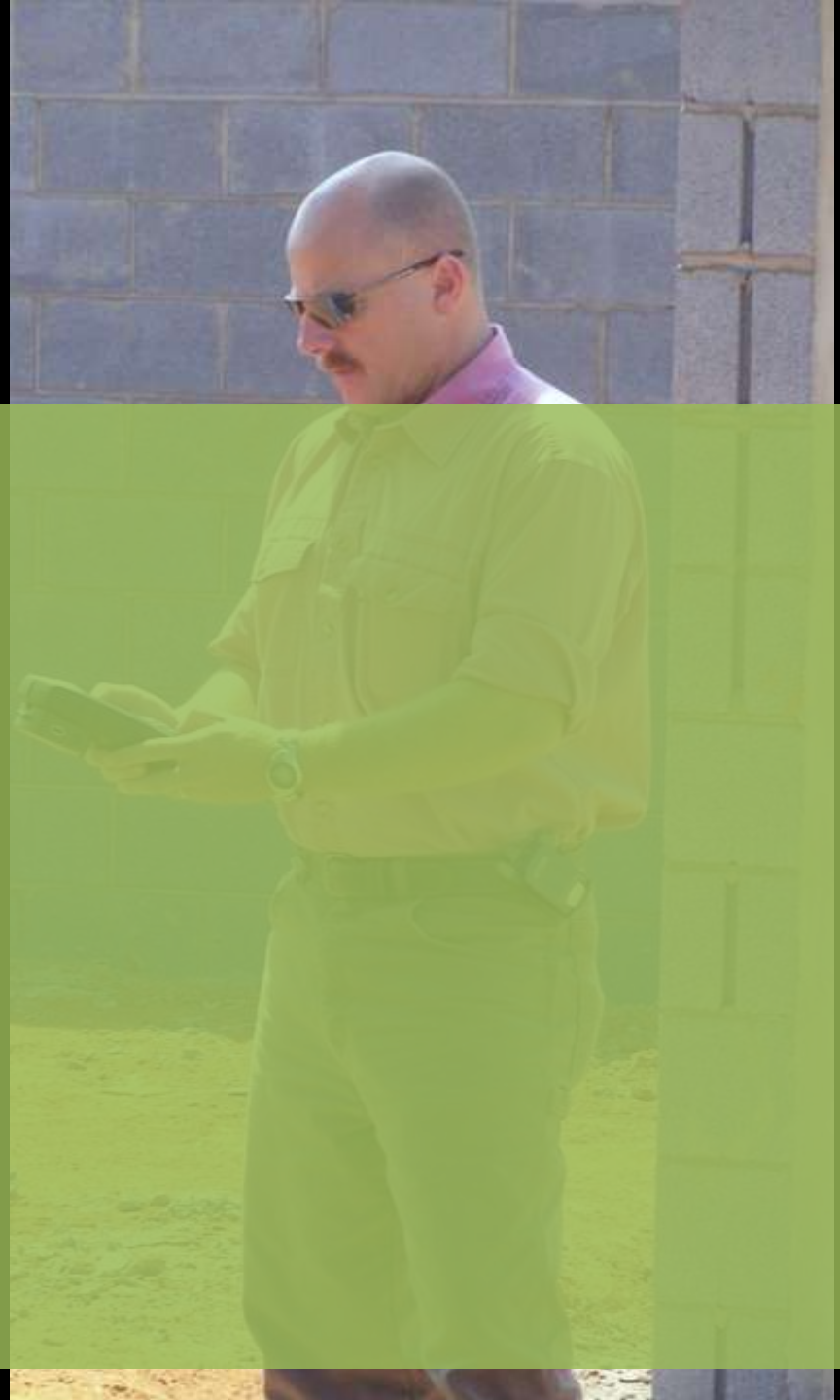
**Improve outcomes,
efficiency, responsiveness,
and agility of services by
transforming the
management of information
technology through best
practices and shared
resources.**

The Future of the Enterprise





**Transform key
business processes
through the
effective use of
innovative
technology and
state-of-the-art
software.**

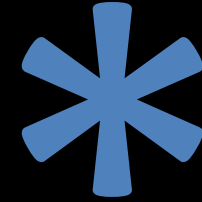


**Leverage
innovative
partnerships to
offer better
services.**



Innovative Partnerships





**Enable personnel
by increasing the
efficiency and
agility of the
systems they
depend on.**

Empower the Workforce:



Improve public safety by leveraging modern information systems and technology.



The Challenge

How do we deliver
the right information
in the right format
to the right person
at the right time?

Empower the Workforce:



- Learn to use the technology
- Use it responsibly
- Report problems
- Maintain security
- Explore and expand functionality
- Add value to the organization

What is your responsibility?

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